



CALIFORNIA
B o a r d
o f
P s y c h o l o g y

2002/2003
Strategic Plan

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Introduction

The California Board of Psychology (BOP) originated in 1958 when the first psychologists were *certified* in the state. In 1967, the Psychology Licensing Law was enacted by the Legislature which: 1) defined and protected the practice of psychology, 2) protected the title “psychologist” and 3) changed certification to licensure. It was at this time that regulatory boards shifted their primary focus to protection of the public. The BOP is one of approximately thirty regulatory entities which exist under the organizational structure of the Department of Consumer Affairs (DCA). The BOP has a close and cooperative relationship with the DCA.

The BOP consists of nine members (five licensed psychologists and four public members) who serve four-year terms (a maximum of two terms). The Governor appoints the five licensed members and two public members. Another public member is appointed by the Senate Rules Committee, and the fourth by the Speaker of the Assembly. Public members cannot be licensed by the BOP or by any other DCA healing arts board. Board members are required to complete a Form 700 – Conflict of Interest Statement, and they are required to submit this statement to the Fair Political Practices Commission each year. Additionally, board members are required to complete ethics training every two years.

The BOP appoints an executive officer as its administrator. The executive officer serves solely in the interest of the consumers of psychological services in California as does the BOP. The executive officer oversees the board’s civil service staff and ensures that all of its programs function efficiently and effectively.

The BOP is funded totally through license, application, and examination fees. It receives no tax money from the General Fund of the State of California.

Licensed psychologists may practice psychology independently. To become licensed, one must possess a doctoral degree in psychology, must have successfully completed 3,000 hours of qualifying supervised professional experience, pass the national Examination for Professional Practice in Psychology (EPPP), and pass the California Jurisprudence and Professional Ethics Examination (CJPEE). To renew a license, a psychologist must complete 36 hours of approved continuing education and meet a laws and ethics course requirement every two years.

Psychological assistants are unlicensed individuals who are registered to a licensed psychologist or to a board certified psychiatrist as an employee to provide limited psychological services under direct supervision. Psychological

assistants must possess at least a qualifying master's degree in order to qualify for registration.

Registered psychologists must possess a doctoral degree which meets licensure requirements and must have completed at least 1,500 hours of qualifying supervised professional experience. Registered psychologists are permitted only to function at non-profit community agencies which receive a minimum of 25 percent of their funding from some governmental source. Registered psychologists may not function outside of this restricted and specifically defined setting.

Mission

The California Board of Psychology protects the health, safety and welfare of consumers of psychological services.

Vision

The California Board of Psychology will assure the protection of consumers of psychological services through its licensing, enforcement and educational outreach programs. These programs will set examples of efficiency through evolving technologies and professional standards. All consumers will have access to the highest quality professional services.

BOP Functions

The BOP is dedicated to ensuring that psychologists provide safe, effective and ethical psychological services to consumers. The BOP's activities fall into four broad categories.

Licensing and Examination

The BOP works to ensure that those entering the profession of psychology possess minimal competency to practice psychology independently and safely. This is achieved by requiring applicants for licensure to possess an appropriate doctorate degree from an accredited educational institution or from certain California-approved schools and by requiring the completion of a minimum of 3,000 hours of qualifying supervised professional experience. Each license applicant must also pass the national EPPP and the CJPEE.

Enforcement

The BOP's enforcement efforts are focused on protecting the consumer population from exploitative, incompetent and otherwise dangerous practitioners and unlicensed individuals. The BOP investigates and mediates consumer complaints. Complaints involving minor concerns may be closed with a verbal or written warning, a competency examination or an educational review. Other more serious complaints may result in disciplinary action (including reprimand, probation, suspension, or revocation) against the licensee. Proven sexual misconduct with a patient results in mandatory license revocation by law. The board has the statutory authority to deny all applications for licensure or registration if the applicant is a registered sex offender. The board's citation and fine program and probation program provide other tools that expand enforcement options.

Continuing Education

Continued competency of licensees is assured through mandatory continuing education requirements. The law requires that licensees complete 36 hours of continuing education every two years prior to license renewal. The board's recognized accrediting agency is the California Psychological Association's (CPA) Mandatory Continuing Education Program Accrediting Agency (MCEPAA). The MCEPAA approves providers and programs pursuant to the board's regulations. Courses taken from American Psychological Association (APA) or Continuing Medical Education (CME) approved providers may also count toward meeting the continuing education requirements. The MCEPAA tracks units of continuing education earned by every psychologist and provides the board with monthly lists of those licensees who are deficient in the continuing education requirements. The board conducts a 100 percent audit on all licensees through

this process. The BOP also requires every licensee to take a four hour course in laws and ethics every renewal period.

Education and Outreach

The BOP's goal is to ensure that consumers are educated to make informed choices about psychological services through information provided on the board's website, high quality brochures, press releases for significant enforcement developments and board events, historical listing of all board actions, on-line verification of licensure and registration and the board's newsletter, the BOP Update. In addition, the board educates the profession on the latest regulatory and legislative changes through the Internet and speaking engagements at educational institutions, professional associations and other organizations.

Strategic Goals

The BOP has established six strategic goals which provide the framework for furthering its mission.

Licensing and Examinations

Ensure that all applicants meet all statutory requirements for licensure and thereby are able to practice psychology with safety to the public. Incorporate the latest technology in administering examinations and utilize examination development and validation methods.

Enforcement

Ensure that exploitative, negligent, incompetent and unlicensed practice of psychology is addressed through proactive, timely and consistent enforcement of the Psychology Licensing Law and the BOP's regulations. Ensure that the Psychology Licensing Law and the BOP's regulations are current and up-to-date in defining causes for discipline and the practice of psychology. Ensure that the program maintains a sufficient pool of qualified experts representing expertise in the many diverse areas of psychology.

Continuing Education

Ensure that all active licensees earn 36 hours of continuing education and four hours of continuing education in laws and ethics every renewal period. Conduct audits on all licensees and warn those who are not in compliance. Utilize citation and fine if warnings do not bring compliance. Conduct ongoing review of the board's recognized accrediting agency.

Education and Outreach

Educate consumers to help them make informed choices about psychological services. Make available current information about the regulation of the profession of psychology to licensees, applicants, trainees and any other interested parties.

Regulation and Legislation

Ensure that all statutes and regulations are necessary, clear, and fair to consumers, applicants, licensees and registrants. Monitor all legislative/regulatory proposals and ensure that all fiscal workload issues are anticipated.

Operational Efficiency

Increase organizational efficiency and cost effectiveness. Enhance the Consumer Affairs System (CAS) and the Applicant Tracking System (ATS). Cooperate with the DCA in the development and implementation of an integrated consumer protection system. Utilize technology wherever efficiencies can be achieved.

Action Plan

The action plan is an evolving framework for the activities that are conducted by the BOP in fulfilling its mission and meeting its goals.

Enforcement Program

Goal

Ensure that incompetent, negligent or otherwise dangerous and unethical psychological services and unlicensed activity are minimized through proactive and consistent enforcement of the Psychology Licensing Law and the BOP's regulations.

Board Committee Lead Responsibility

Enforcement Committee

Strategic Objectives

- Submit a Budget Change Proposal (BCP) that would authorize the board to transfer its own complaint processing and toll-free 800 line for complaint information from the Medical Board of California (MBC). (Target Date: 06/30/03)
- Survey all consumers who file complaints with the BOP. (Target Date: 06/30/03)
- Develop exit survey for expert case reviewer training. (Target Date: 06/30/03)
- Obtain regulatory authority to cite and fine for failure to update address of record within 30 days. (Target Date: 06/30/03)
- Define and develop instructions for performing educational reviews. (Target Date: 06/30/03)
- Update probation program. (Target Date: 06/30/03)
- Implement measures to review and monitor DCA's efforts regarding complaint disclosure policies and ensure that board resources exist to align the board to DCA. (Target Date: 06/30/03)

Ongoing Objectives

- Continue to respond and resolve complaints in a timely and efficient manner.
- Educate consumers, licensees, registrants and applicants through prompt and relevant press releases, consumer brochures, Internet presence and the BOP Update.
- Utilize cite and fine and the telephone disconnect law for unlicensed activity.
- Assure 100 percent probationer compliance.
- Offer board expertise and participation in any training for investigators, Deputy Attorneys General and Administrative Law Judges.
- Continue to report disciplinary actions to the Association of State and Provincial Psychology Boards (ASPPB) National Data Bank and the Healthcare Integrity and Protection Data Bank (HIPDB).
- Update Disciplinary Guidelines.

- Provide licensing and enforcement information on the board's website for consumer verification.
- Develop and monitor statistics on all enforcement activities.
- Continue to train and administer the expert component of the enforcement program.
- Ensure sufficient travel expenses for unplanned, unexpected in-state or out-of-state travel required for staff for testimony in court for administrative matters.
- Continue to ensure that complainants are notified of each significant stage in the administrative process (i.e. complaint received, investigation initiated, case closure, transmittal to AG, Accusation filed, Decision rendered).
- Ensure that all active probationers are interviewed each year to confirm compliance with all terms of probation.
- Ensure that a board representative meets with new probationers within 30 days of the effective decision date to fully explain the terms of probation.
- For educational purposes, provide information to all licensees who are the subjects of closed investigations where concerns were noted.
- Continue to update expert criteria guidelines.
- Work with APA, CPA and ASPPB to address internet issues regarding advertisements and the provision of psychological services across state lines.
- Consider new training methods for new expert case reviewers.

Potential Performance Indicators

- Number of victims coming forward to support ongoing cases.
- Number of repeat actions for unlicensed activities and formerly disciplined licensees/registrants.
- Website hits.
- Number of complaints filed, investigations opened, Accusations filed, Decisions rendered and citations issued.

Licensing and Examination

Goal

Ensure that all licensees and registrants meet all statutory requirements for licensure or registration.

Board Committee(s) Lead Responsibility

Credentials Committee

Examination Committee

Strategic Objectives

- Finalize supervision brochure. (Target Date: 12/31/02)
- Develop desk manuals for Licensing Analyst positions. (Target Date: 12/31/02)
- Develop manual for all historical board-approved and Legal Office interpretations of various laws and regulations concerning application processing. (Target Date: 12/31/02)
- Work with DCA to allow the acceptance of applications transmitted electronically via the Internet. (Target Date: 12/31/02)
- Submit a BCP to assume responsibilities for the License Verification Unit which is currently managed by the MBC. (Target Date: 06/30/03)
- Convene work groups to develop supervised professional experience evaluation criteria, supervisor/trainee contract model, and enhance supervisor training standards. (Target Date: 06/30/03)

Ongoing Objectives

- Maximize use of Internet and other technology to provide relevant and timely information to consumers, trainees, applicants, licensees, and registrants.
- Provide timely and quality responses and information regarding:
 - applications and processing;
 - renewals;
 - examinations;
 - license issuance; and
 - relevant records and retrieval ability; and
- Continue to enhance ATS and update the procedure manual as needed.
- Ensure that supervised professional experience requirements are relevant to the current practice of psychology.
- Develop, monitor and enhance statistics from the licensing program.
- Ensure that examination fees cover the costs of developing, purchasing, grading and administering the examinations.
- Ensure continued examination enhancements through continued close collaboration with the DCA Office of Examination Resources (OER).
- Conduct legally defensible examinations to test for minimal competency.

- Proactively communicate with psychology training programs and internships.
- Continue to provide on-line licensing/enforcement verification capability.
- Maintain a bank of valid questions for the CJPEE.
- Continually update applications for licensure and registration.
- Monitor development of the CJPEE.
- Enhance supervised professional experience requirements.
- Monitor computerized administration of both the EPPP and the CJPEE.

Performance Indicators

- Processing time and increased quality review.
- Efficiency in examination scheduling and license issuance.
- Number and nature of telephone calls and e-mails to the BOP from applicants and initial licensees/registrants.
- Feedback from exit polls.
- Website hits.

Continuing Education

Goal

Ensure continuing competence of all licensees

Board Committee Lead Responsibility

Continuing Education Committee

Strategic Objectives

- Perform ongoing review of MCEPAA by monitoring: (Target Date: 06/30/03)
 - › Fees being charged by MCEPAA;
 - › Accuracy of the MCEPAA reporting system;
 - › Breadth of available providers/courses;
 - › Information being provided to licensees and providers;
 - › Types of statistical information provided to the board by MCEPAA.
 - › Accuracy of statistical information provided to the board by MCEPAA.
 - › Access to MCEPAA website: assure friendliness for users and ensure that non-CPA sponsored courses are as accessible as CPA sponsored courses;
 - › Triggers for MCEPAA course audits. Recommend audit based on feedback.
- Review MCEPAA's procedures for exact, repeat courses. (Target Date: 06/30/03)
- Consider other models of course/provider approval. (Target Date: 06/30/03)
- Monitor methods used by providers to track participants' attendance at courses. (Target Date: 06/30/03)
- Delete requirement that all course reviewers must be members of CPA. (Target Date: 06/30/03)
- Request MCEPAA to provide quarterly reports to the board for monthly renewals to include: (Target Date: 12/31/02)
 - › Number of renewals;
 - › Number of deficient licensees;
 - › Number of licensees who corrected deficiency;
 - › Number of provider applications received, approved, denied and appealed;
 - › Status of appeals;
 - › Number and type of complaints filed by providers and participants;
 - › Statistics on APA and CME courses being submitted.
- Monitor increased selection of courses resulting from the acceptance of APA and CME courses for continuing education. (Target Date: 06/30/03)

Ongoing Objectives

- Update continuing education regulations as needed.
- Monitor conflict of interest issues between CPA and MCEPAA.
- Work with APA on common continuing education interests.
- Update procedure manual for Continuing Education Analyst as needed.
- Continue to provide feedback of course quality to MCEPAA.
- Ensure follow-up on all continuing education deadlines notices in deficiency/warning letters.
- Maintain all deficiency/warning letters for 7 years.
- Maintain all Part 3 renewal certifications for 7 years.
- Maintain files/requests for waiver/correspondence for 7 years.
- Issue cite and fine for those deficient in continuing education.
- Provide feedback to MCEPAA regarding performance issues.

Performance Indicators

- Number of continuing education deficient licensees.
- Number of consumer complaints alleging incompetence.
- Number of complaints by continuing education providers and participants.
- Website hits.
- Number and nature of telephone calls and e-mails to the board for general information.

Education and Outreach

Goal

Educate consumers to make informed choices about psychological services. Ensure that the public and the profession are continuously aware of the actions of the BOP with respect to licensing requirements, regulation promulgation and interpretation, policy statements and general information affecting trainees, applicants, registrants and licensees.

Board Committee Lead Responsibility

Consumer Education Committee

Strategic Objectives

- Submit a BCP to fund the development of a Spanish version of For Your Peace of Mind: A Consumer's Guide to Psychological Services. (Target Date: 06/30/03)
- Make available for download copies of accusations and final decisions of all disciplinary actions. (Target Date: 06/30/03)

Ongoing Objectives

- Enhance and continuously update the board's Internet website to disseminate BOP information and educational materials to the public.
- Continue consultation relationship with DCA Communications and Education Division.
- Publish BOP Update.
- Continue speaking engagements with educational institutions, organizations, training programs and consumer groups.
- Continue with press releases for significant enforcement developments and board events.
- Ensure that information relating to the BOP's regulation of the profession of psychology is available for use by all who may be affected by the information.
- Maintain communication with other DCA boards, professional associations and educational institutions.
- Include summaries of statutory, regulatory and policy changes in BOP Update and website.
- Proactively communicate with psychology training programs and internships.
- Continue to offer on-line licensing and enforcement verification on the board's website.
- Increase public awareness of board functions through public presentations, Internet presence and BOP Update.
- Educate the profession on the risks of practicing without complying with all the laws affecting the current practice of psychology.

- Monitor content, accuracy and relevancy of the consumer educational brochure.
- For educational purposes, provide information to all licensees who are the subjects of closed investigations where concerns were noted.

Performance Indicators

- Inquiries to verify licensure.
- Coverage of BOP cases in response to press releases.
- Repeat offenses (e.g. violation of supervision regulations).
- Trends in applicant and licensee satisfaction surveys.
- Website hits.

Regulation and Legislation

Goal

Ensure that all statutes and regulations are necessary, easily understood and equitable to consumers and the profession.

Board Lead Responsibility

Legislation Committee

Strategic Objectives

Clean-Up Regulations

- Amend section 1391.7 – it refers to Section 2914(d) and should refer to Section 2914(c). (Target Date: 12/31/02)
- Amend Section 1387.6 to require a 7-hour course rather than a semester or quarter. (Target Date: 06/30/03)
- Amend Section 1393 to delete reference to the Medical Board of California and substitute Board of Psychology (requires probationers to cooperate with the Medical Board's Probation Program). (Target Date: 06/30/03)
- Obtain regulatory authority to cite and fine for failure to update address of record within 30 days. (Target Date: 06/30/03)
- Amend Section 1387 to specifically state experience must be "satisfactory" in order to qualify. (Target Date: 06/30/03)

Regular Regulation and Legislation

- Review the need for training requirement for multi-cultural issues. (Target Date: 06/30/03)
- Review the need for pre-doctoral training requirement in law and ethics. (Target Date: 06/30/03)
- Review standards for record keeping and evaluate the need for regulations. (Target Date: 06/30/03)
- Evaluate issues of informed consent. (Target Date: 06/30/03)
- Amend Sections 1387.1(g) and 1391.6(b) to require supervisors of psychological assistants, registered psychologists and interns to get a signed release from patients so that supervisors are authorized to access their supervisees' records. (Target Date: 06/30/03)
- Address issues of continuing education non-compliance. (Target Date: 06/30/03)
- Overhaul and streamline Section 1391 (psychological assistant regulations) to provide consistency with Section 1387 (supervision regulations). (Target Date: 06/30/03)

Ongoing Objectives

- Review and amend all regulations pursuant to the following six criteria:
 1. Necessity – Is there demonstrated evidence that there is a need for the regulation?
 2. Authority – Does the BOP have legislated authority to adopt the regulation?
 3. Consistency – Does the regulation conflict with other regulations or statutes?
 4. Clarity – Can the regulations be easily understood by those affected?
 5. Non-Duplicative – Do the regulations duplicate other regulations or statutes?
 6. Reference – Which statute does the regulation implement, interpret, or make specific?
- Design legislative/regulation strategies to achieve the mission of the BOP.
- Update Disciplinary Guidelines continuously. (last done 12/99)
- Enhance and improve supervision regulations.
- Amend regulations to improve and clarify the continuing education requirements.
- Keep legislators informed.

Performance Indicators

- Clarity in definition of the practice of psychology.
- Website hits.
- Issues raised in disciplinary proceedings.

Operational Efficiency**Goal**

Increase organizational efficiency and cost effectiveness.

Board Committee Lead Responsibility

Executive Officer

Strategic Objectives

- Participate in an integrated consumer protection system if the opportunity is presented. (Target Date: 06/30/03)
- Explore the possibility of working with DCA to transfer all paper records to an imaging system. (Target Date: 06/30/03)
- Appoint a Sunset Review Committee and begin to compile the data necessary for the next Sunset Review Report which is due in 2004. (Target Date: 07/01/02)
- On-line license renewals by credit card. (Target Date: 07/01/02)
- On-line license applications by credit card. (Target Date: 07/01/02)
- Participate in DCA's Agency Statistical Profile task force. (Target Date: 07/01/02)
- Enhance method of evaluating performance of staff. (Target Date: 07/01/02)

Ongoing Objectives

- Strengthen staff training and development.
- Update board member and employee orientation package.
- Continue efforts to reduce costs of operations while improving performance.
- Review and evaluate budgetary documents to identify errors and potential cost-saving measures.
- Conduct periodic progress review of BOP's Strategic Plan to determine goal completion.
- Ensure equipment and technology are current.
- Amend employee duty statements and desk manuals as duties change.
- Update policy binder as needed upon BOP adoption.
- Ensure that the board's Personnel Committee provides an independent evaluation of the Executive Officer's performance annually.
- Provide staff with annual performance evaluations.
- Provide board member training as issues arise.
- Represent board at all necessary out-of-state and in-state ASPPB, APA, Council on Licensure, Enforcement and Regulation (CLEAR), etc. meetings.
- Send out annual reminders to all delinquent licensees.
- Review and evaluate efficiency of various DCA support services (renewal systems, cashiering, information services).

- Continually update agenda mailing list.
- Continue to offer on-line enforcement and licensing/registration information on the board's website.
- Review and evaluate billing accountability and efficiency of the MBC complaint intake and processing.
- Review and evaluate billing accountability and efficiency of MBC investigations.
- Review and evaluate billing accountability and efficiency of the Office of the Attorney General.
- Review and evaluate billing accountability and efficiency of the Office of Administrative Hearings.
- Review the progress of a different component of the Strategic Plan at each quarterly meeting.

BOP's External Assessment

Although this Strategic Plan did not include a formal survey of external stakeholders, the board drew upon the following information to identify factors and trends which are likely to influence the environment in years to come:

- Number and type of complaints received and causes for discipline rendered
- Feedback from consumers, professional organizations, schools, licensees, registrants, applicants and training institutions
- Queries and other contacts with consumers
- The media image of psychologists
- Internet/communication technology
- Legislative and political trends
- Relationship with the DCA
- Managed care
- Psychologists potentially obtaining prescription privileges
- Issues surrounding Family Court procedures
- Ensuring quality mental health services for victims of crimes
- Emerging trends which impact standards of practice

BOP's Internal Assessment

In developing the Strategic Plan, the BOP assessed the internal factors which either support or limit the achievement of its mission.

Strengths

- Collaboration and communication between board members and staff
- Dedicated, experienced and competent staff
- Cooperation from professional associations
- Innovative new ideas
- Good working relationship and reputation with DCA, MBC investigators, and with the Office of the Attorney General
- Board and staff commitment to consumer protection
- Informative website – effective use of technology

Challenges

- State civil service system: barrier to quality personnel management
- Small staff size relative to work load
- Red tape
- Regulatory process
- Legislative process
- Board member vacancies

Commonly Used Acronyms

APA.....	American Psychological Association
ATS.....	Applicant Tracking System
ASPPB.....	Association of State and Provincial Psychology Boards
BCP	Budget Change Proposal
BOP	Board of Psychology
CAS	Consumer Affairs System
CJPEE	California Jurisprudence and Professional Ethics Examination
CLEAR.....	Council on Licensure, Enforcement and Regulation
CPA	California Psychological Association
CME.....	Continuing Medical Education
DCA	Department of Consumer Affairs
EPPP	Examination for Professional Practice in Psychology
HIPDB.....	Healthcare Integrity and Protection Data Bank
MBC.....	Medical Board of California
MCEPAA.....	Mandatory Continuing Education Program Accrediting Agency
OER.....	Office of Examination Resources